

North Carolina Balance of State Continuum of Care

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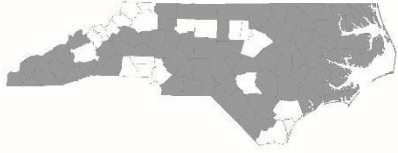
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NC Balance of State CoC Steering Committee Consent Agenda and Updates

March 7, 2023

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Section I. NC BoS CoC Steering Committee Consent Agenda

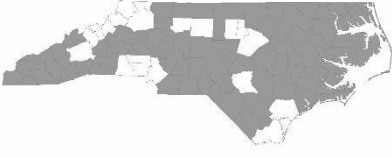
The following will be voted on at the March 7, 2023, NC BoS CoC Steering Committee meeting:

February 7, 2023, Steering Committee Minutes

Available here: <https://www.ncceh.org/files/12844/>

**Any Steering Committee member may request to move an item off the consent agenda to be more thoroughly considered. Any such items will be discussed as a regular agenda item at the next Steering Committee meeting.*

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Section II. Updates

- **Renewal HUD CoC Project Application Webinar**
Wednesday, March 1, 10:00 – 12:00 A.M.
Watch recording: <https://youtu.be/AbV09gyKQeU>
- **Lived Expertise Advisory Council Meeting**
Friday, March 10, 12:00 – 1:00 P.M.
Presentation: <https://zoom.us/j/5799039481?pwd>
Meeting ID: 579 903 9481
Passcode: qYqVY5
- **HMIS System Updates**
Tuesday, March 14, 10:30 – 11:30 A.M.
Register at: <https://www.ncceh.org/events/1602/>
- **Monthly HMIS Training: Data Quality Reports**
Wednesday, March 15, 10:00 – 11:00 A.M.
Register at: <https://www.ncceh.org/events/1589/>
- **Racial Equity Subcommittee Meeting**
Wednesday, March 15, 11:30 A.M. – 12:30 P.M.
Presentation: <https://global.gotomeeting.com/join/791696621>
United States: +1 (646) 749-3112
Access Code: 791-696-621
- **Local Leadership Response Sharing Call**
Wednesday, March 15, 1:00 – 2:00 P.M.
Presentation: <https://us06web.zoom.us/j/kbKWyznZ6>
Meeting ID: 837 9246 1651
Dial by your location: +1 646 931 3860 US
- **Coordinated Entry Council Meeting**
Monday, March 20, 10:00 – 11:30 A.M.
Presentation: <https://www.gotomeet.me/NCEndHomelessness>
United States: +1 (646) 749-3112
Access Code: 975-793-733

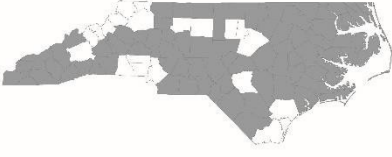
- **Funding and Performance Subcommittee**

Thursday, March 23, 11:00 A.M. – 12:00 P.M.

Presentation: <https://meet.google.com/dep-rjxz-kze>

Or dial: (US) +1 442-272-1109

PIN: 883 218 555#



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Section III. Meeting Minutes and Supporting Materials

Lived Expertise Advisory Council

February 10, 2023, Minutes

Attendance: Ryan Fehrman, Rachelle Dugan, Jaime Stepp, Laurel McNamee (staff)

Introduce Ryan Fehrman: Ryan Fehrman, NCCEH Executive Director, attended to introduce himself and discuss NCCEH strategic goals and board recruitment.

Finalizing Client Bill of Rights and next steps: The group present reviewed the latest draft of a Client Bill of Rights, and discussed recent changes and impacts to implementation. Concerns were raised about the feasibility of addressing complaints from agencies that do not participate in the CoC. Minor language changes were proposed. The group did not feel comfortable finalizing the document with so few members present.

Compensation: Laurel provided an update on the compensation schedule and notified members that they may need to complete a W-9 to receive the full amount of compensation available in 2023. Benefits and drawbacks of completing a W-9 were discussed, and both members present agreed that they would both be interested in completing one.

Additional Meeting: with so few members present, the group decided to call an additional meeting in February to continue addressing agenda items in a timely manner. Additional meeting set for 2/17/23 at 12:00pm.

February 17, 2023, Minutes

Attendance: Jeff Rawlings, Alyce Knaflich, Rachelle Dugan, Laurel McNamee (staff)

Compensation: The group discussed the possibility of signing W-9s but requested that other options be presented if compensation would exceed the \$600 limit a year.

Client Bill of Rights: the group reviewed the final draft of the Client Bill of Rights and voted unanimously to approve it and to submit it to the Steering Committee. Laurel will add this agenda item to the Steering Committee meeting and Jeff and Rachelle will present the information.

Scorecards: The group reviewed the recent draft sent by Laurel McNamee of proposed additions to the ESG and CoC scorecards. The group discussed and made edits to the draft. Laurel will incorporate edits and email a new draft to the full LEAC for review. All

responses need to be completed by email so a final draft can be submitted to the scorecard committee by 2/28/23.

Next meeting

March 10 at 12 pm

Racial Equity Subcommittee

February 15, 2023, Minutes

Attendees: Kennett Melgar, Lori Watts, Tambra Chamberlain, Tracey Gruver, Kisha Darden, Charlesy Nance, Erin Gaskin, Tonya Gray, Mary Erwin, Teresa Robinson, Jeff Rawlings, Bonnie Harper, Deniece Cole

Staff: Andrea Carey, Sarah Murray, Laurel McNamee, Adriana Diaz

Celebrations/Announcements

- Tambra's son got married!
- Moore county is getting a men's shelter- construction just started!
- Medicaid expansion may be on the horizon!
- PIT/HIC count has gone well, particular progress in unsheltered count this year!

Recommendation from Ad-hic Scorecard work group

- Group met once last week
- Focused on clarifying questions on scorecard related to:
 - Interpreter services
 - Increase weight of question from 'standard' to 'points' question
 - External RE or anti-discrimination training
 - Focus on professional formal training for the purpose of impacting equity within an agency
 - Question from subcommittee: does NCCEH offer this training or have a list of approved training?
 - Answer: NCCEH does not, has some general suggestions but does not endorse a particular provider of trainings
 - Some discussion of the challenges of small agencies in particular to access these trainings or discern which trainings are most appropriate
 - Community events/conversations/conference related to RE
 - BoS RE dialogue calls would count under this category
 - Tambra Chamberlain made motion to approve scorecard
 - Seconded by Tonya Gray
 - Approved unanimously

RE Dialogue Series Workgroup

- Have 3 dates set for this year
 - April 18
 - June 20
 - October 17
- Registration will be released closer to the dates as well as finalized topics
- Excited to have 3 new members as well as 3 longstanding members continue with us this year

Equity initiative Workgroup

- Proposal for Bringing It Home conference accepted!
- Focus group with stakeholders being held next week to refine language
- Pilot phase planned to start in April

Bringing It Home Conference

- May 2-3, 2023
- Many sessions with main focus on RE
 - Several other sessions with RE as an intersecting focus
- Look out for registration starting at the end of February
 - \$50
 - Scholarships are available! Do not hesitate to apply

Data Updates

- RE Assessment Workgroup
 - Working on annual report on equity disparities in the CoC
 - Please join us!
 - Will be 4-6 meetings over 3 months
 - Reach out to andrea@ncceh.org
- New visualizations of 2022 PIT data available on NCCEH website
 - Fact sheets and maps tab under PIT data
 - Helps highlight racial disparities in the CoC through heat maps, graphs, and other visualizations
- Longitudinal System Analysis Data
 - Submitted to HUD each year
 - Visualizes client breakout by race and ethnicity
 - See huge disproportionality for black clients compared to general population of BoS
 - In terms of percentage of people experiencing homelessness
 - In terms of length of time homeless

Next Subcommittee Meeting

- Next meeting will be 3/15/23

Next meeting

March 15 at 11:30 am

Veterans Subcommittee

February 15, 2023, Minutes

Member Attendance: Howard Anderson (Asheville VAMC); Crystal Prince (Advocate; UNCG; Davidson County); Chariden Lewis (ABCCM); Deniece Cole (Spiritual Destiny Ministries); Genean Hill (VOAC); Glenda Collins (Dept of Veteran Affairs); Jean Eastwood (UW Forsyth); Leanne Greer (Kwanzaa Family Inn); Nicole Wilson (Durham VAMC); VHASBYLeeD (?); Alyce Knaflich (Aura Home); Jessica Rice (ABCCM); Jeremy Brogdan (Durham VAMC); Toyia Burgess (Fayetteville VAMC)

Staff Attendance: Allie; Ashley; Brian

- Set agenda for the day
- Introductions of subcommittee members – name/pronouns – agency – role-services provided – counties
 - A few more members including reps from Salisbury and Fayetteville VAMCs will be joining us in subsequent meetings.

Allie shared some group agreements with members:

- Listen actively: respect others when they are talking
- Don't be afraid to respectfully challenge one another by asking questions
- Participate to the fullest of your ability – our collective growth depends on the inclusion of every individual voice
- Instead of invalidating someone else's story with your own spin on their experience, share your own story and experience
- Stay the whole time
- Maintain confidentiality
- Leave power, positionality and privilege at the door
- Allie asked if there are others that members would like to add? None provided

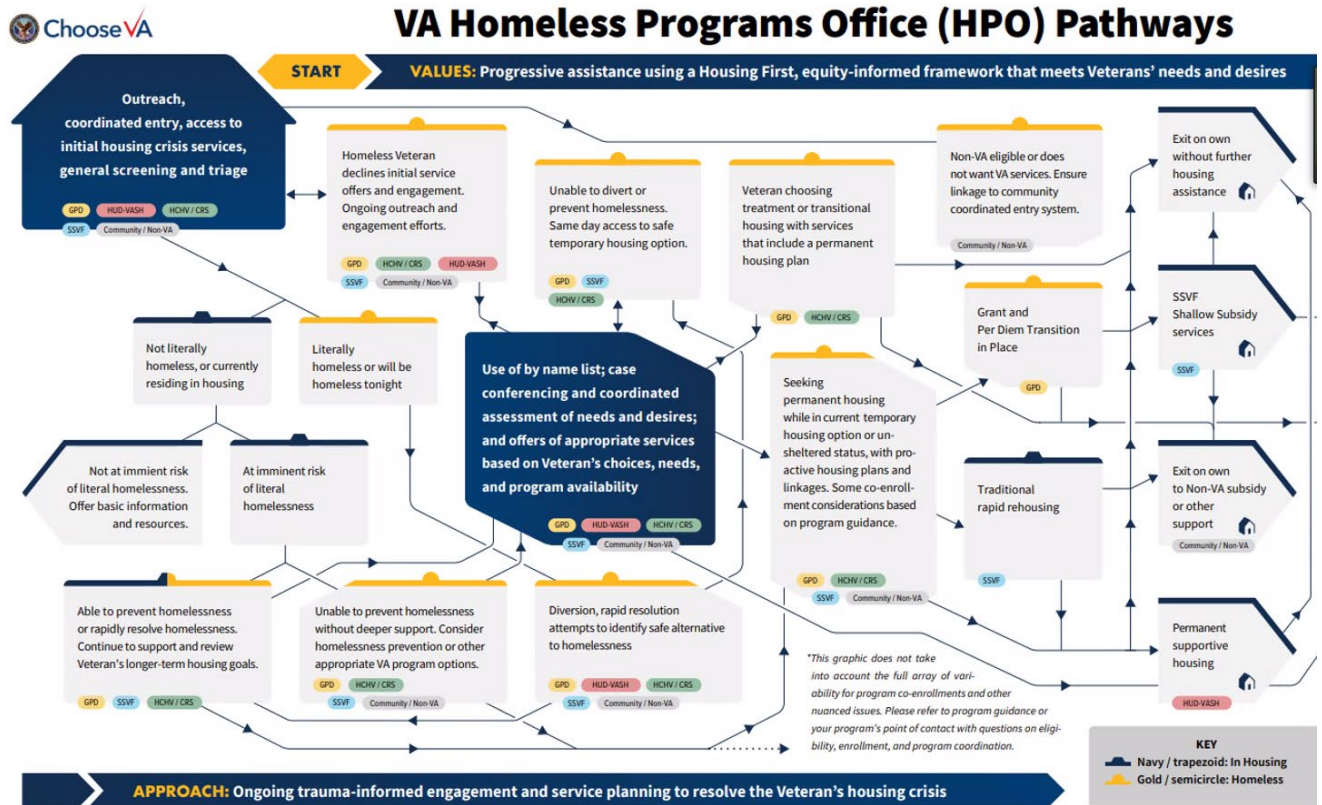
Allie provided an overview on the NC Balance of State CoC:

- Defined a Continuum of Care (CoC)
- 12 CoCs in NC
- The NC BoS CoC covers 79 rural and suburban counties in NC broken up into 13 Regional Committees
- Allie explained the governance model in the NC BoS CoC
 - Steering Committee – membership includes 13 Regional Leads and statewide reps
 - Regional Committees with elected Regional Leads that serve as member son the SC
 - 5 Subcommittees that handle the more in-depth work to inform decision-making at the SC-level
 - RE Subcommittee
 - Veteran Subcommittee
 - Funding and Performance Subcommittee

- Governance Nomination Committee
 - Lived Expertise Advisory Council (LEAC)
- Funding Application Committees to oversee the CoC Program & ESG competitions
 - Project Review Committee – help the CoC evaluate applications and offer recommendations to the SC for agencies to approve for submission for funding
 - Scorecard Committee
- Coordinated Entry Council
 - 13 CE Leads to facilitate the local CE system
 - Membership includes CE Leads and statewide representatives
- NCCEH is the CoC’s Collaborative Applicant and HMIS Lead
 - Staff the CoC
 - Facilitates the CoC and ESG competitions each year
 - Ensures the CoC meets HUD requirements
 - Provides training and TA for best practices and HMIS
 - Serves as grantee for HMIS and CE
- CE
 - Provided general overview of what CE is meant to do in our system
 - All CoC and/or ESG-funded agencies are required to participate in CE
 - Core Elements of CE
 - Access: CES is easily assessed by people seeking housing and services
 - Assessment: Comprehensive and standardized assessment tool – currently using the Vi-SPDAT
 - Referral: CoC and ESG program recipients use the CE process as the only referral sources to fill vacancies
 - Prioritization: CoC uses the CE process to prioritize persons within the CoC’s geographic area and is based on a specific and definable set of criteria
 - Roles:
 - CE Lead: facilitates case conferencing meetings at least twice monthly and ensure all required agencies are informed of date and time; manage HMIS BNL; ensures HHs are served in order of priority
 - Housing Providers: participate in case conferencing meetings; fill open housing slots with HHs from the BNL
 - Front Door Providers: Review BNL; participate in case conferencing meetings to ensure HHs are being identified and connected to PH and services
 - Support HHs through the PH process
 - Allie shared an example of how households flow through the NC BoS CoC CE system

Allie provided an overview of Veteran Services in the NC BoS CoC

- Veterans eligible for VA homeless services are connected to care as quickly as possible and rapidly assigned to an intervention that will assist them in resolving their homelessness. While VA funded programs . . . *take from slides
- CE is one of many points of access to housing for Veterans facing a housing crisis and is a vital system to integrate with the CA system
- Allie shared a visual from the VA about how Veterans access homeless programs



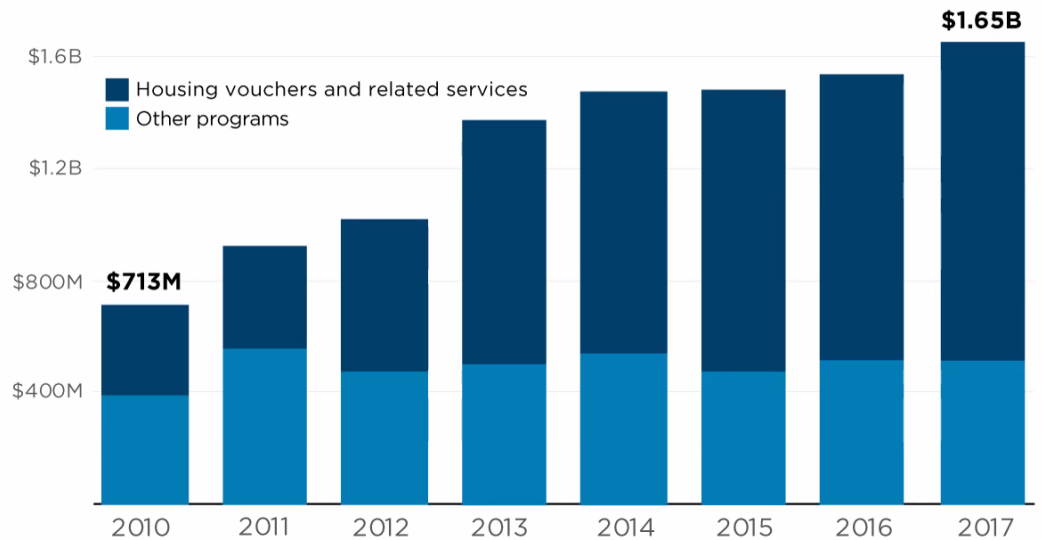
Allie provided an overview of the data that is currently available for Veteran homelessness in the NC BoS CoC

- Allie began by setting the context with Federal data on funding for Veteran homeless services

Federal Data

Dedicated Funding for Homeless Veterans has Increased Dramatically Since 2010

Annual federal homeless veterans program funding

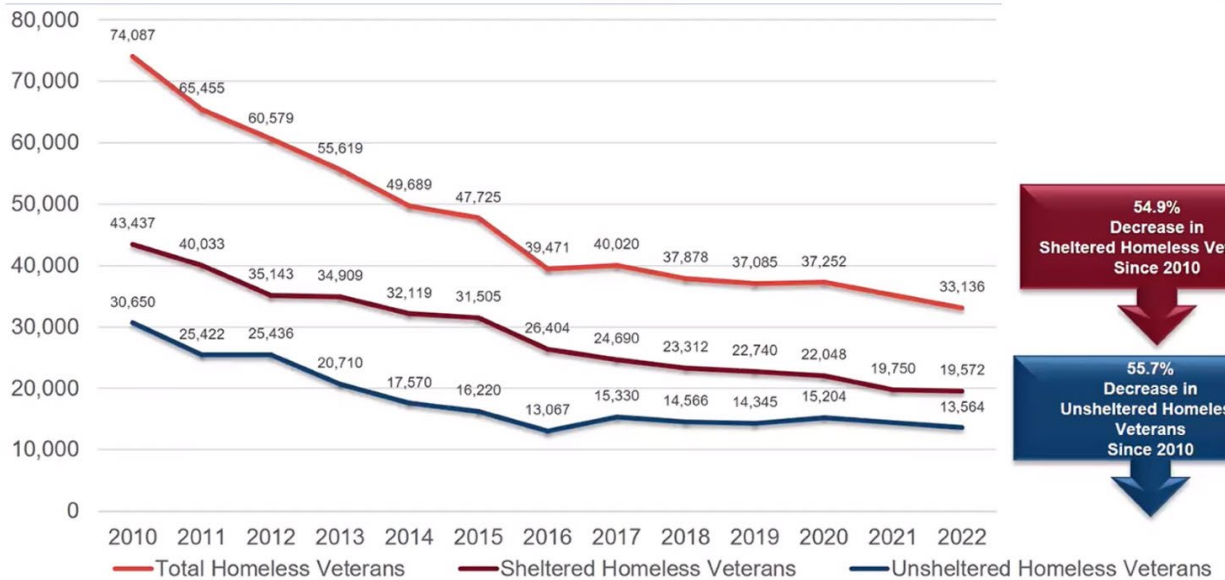


source: Congressional Research Service, U.S. Interagency Council on



- Allie shared Federal data on the number of Veterans experiencing homelessness across the U.S.

Federal Data



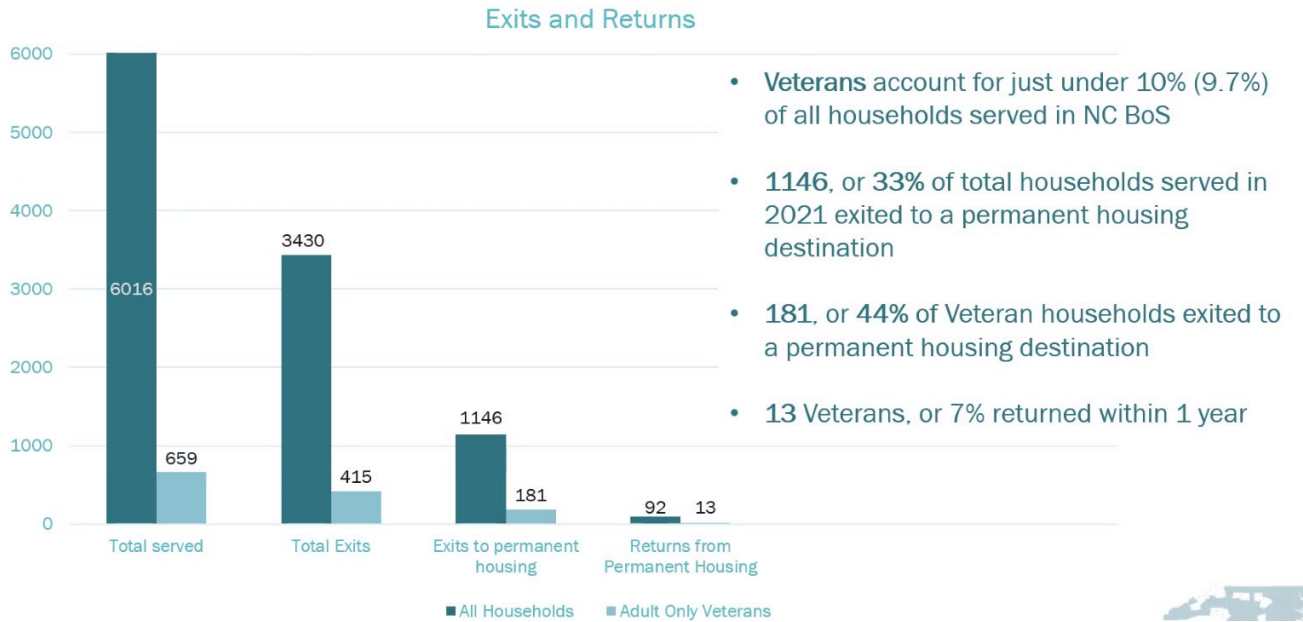
54.9% Decrease in Sheltered Homeless Veterans Since 2010

55.7% Decrease in Unsheltered Homeless Veterans Since 2010

- Strategies are working:
 - Increasing investments
 - Coordination and commitment

- o Focusing on vulnerable populations

2021 NC BoS HMIS Data



- Allie followed by sharing data on Veteran homelessness across the 79 counties in the NC BoS CoC.
 - o Veterans account for just under 10% of all HHs served in the CoC
 - o 1146 or 33% of HHs served in 2021 exited to PH
 - o 181 or 44% of Vet HHs exited to a PH destination
 - o 13 Veterans or 7% returned within 1 year

2021 NC BoS HMIS Data



- Allie shared average time homeless for Veterans versus civilians experiencing homelessness in the NC BoS CoC system.
 - o Jean suggested that length of time it takes to house a Vet – are we approaching the 90-day benchmark set in the standards
 - o Jessica asked about data on shelter to program to housing timelines

- Toyia suggested looking more closely at demographics (e.g., gender, male/female HHs, race, and ethnicity)
- Break data by regions
- Looking at how non-VA funded programs are housing Vets

Veteran Subcommittee's Role and Next Steps

- Designs and implements a system to address Vet homelessness in the CoC
- Subcommittee membership includes SSVF grantees, VAMCs, HUD-VASH staff, other Vet service agencies, and Veterans with lived experience of homelessness.
- Allie asked about what's missing:
 - Alyce suggested updating the current CoC plan to end Vet homelessness
- Allie discussed how we should proceed with future meetings – determining frequency and a potential in-person meeting in Q2
 - Allie provided a poll for members to provide feedback
 - Results: even between monthly (42%) and bi-monthly (50%)
 - Results: 75% would be open to an in-person meeting in quarter 2
- Allie talked about developing a CoC-wide framework to end Vet homelessness
 - Identify “access points”
 - Identify partners and roles and expectations (include CE Leads)
 - Referral processes
 - Participation in CE
 - Communication
 - Process for non-eligible Veterans
 - Evaluation/data plan
 - Allie asked if there were other sections that we should include in the framework:
 - Crystal offered the need for more providers – Allie suggested identifying the partners so as to identify the gaps
 - Alyce offered a suggestion to create a process that helps Vets move from region to region or CoC to CoC

Coordinated Entry Council

February 20, 2023, Minutes

Attendees

Coordinated Entry Regional Leadership: Gretta Worley (Region 1); Michele Knapp (Region 4); Maxcine Barnes & Andrea Wiley (Region 6); Shawanda Barnes (Region 9); John Apol (Region 10); Michele Welsh (Regions 11 & 13); Lynne James (Region 12)

Statewide Representatives: Cassandra Rowe; Fredrika Murrill; Angela Harper King

NCCEH staff and other participants: Bonnie Harper; Allie Card; Ashley Von Hatten

Unsheltered CE Access

Ashley Von Hatten provided an overview of Unsheltered PIT data, as of 2/16/2023. NC BoS total is at 1127, which is an increase of 350 persons from 2022. NCCEH will continue to send Unsheltered PIT reports (BNL) and Data Quality reports to Unsheltered Access Coordinators (UACs) and Coordinated Entry (CE) Leads each Thursday, until data is finalized.

The Data Quality checks will include two priorities for resolution. Priority 1 includes NC County, Current Living Situation (CLS), Relationship to Head of Household, and Missing Date of Birth. Priority 1 corrections are due March 1, 2023. Priority 2 includes Missing race, gender, ethnicity, and veteran status. Priority 2 corrections are due March 15, 2023.

Discussion regarding the “wins” of 2023 Unsheltered PIT included:

- Regular outreach teams
- Coordination with local partners
- Street Outreach agency as UAC (region 13)
- Emergency Shelter follow-up with clients who are unsheltered (region 11)
- Monthly data checks and data entry (region 6)
- Increased referrals from partners and providers (region 6)

Discussion regarding “challenges” of 2023 Unsheltered PIT included:

- Transitioning data from community partners into HMIS
- Data entry overload for CE Leadership
- No contact information provided and cannot follow-up (region 6)
- Space and time to complete VI-SPDAT (region 3)
- Lacking data collection on other household members (region 6)

Unsheltered Access Coordinator (elected term May through April) should engage person who are living unsheltered year-round, build trusting relations, collect contact information for follow-up, refer to BNL, and refer to

emergency shelter when possible. NCCEH will continue to facilitate monthly UAC meetings.

Unsheltered PIT data must be confirmed by each region.

NC BoS CoC CE 2023 Goals

All SSO-CE grantees are responsible for the following two goals, as the Regional CE Lead:

- 95% of households have a corresponding Coordinated Entry Assessment data element completed in HMIS for each assessment (e.g. crisis needs assessment, prevention and diversion assessment, VI-SPDAT) completed with the household.
- Increase the number of Coordinated Entry Event data elements

recorded in HMIS. This data will be pulled quarterly and discussed during monthly SSO-CE check-ins with each CE lead.

Core Team

Ashley Von Hatten gave an overview of the Core Team and their work to date. NC BoS was selected in 2021 to take part in HUD's Coordinated Entry Equity Initiative. The initiative's goal is to support communities in improving housing outcomes and the human experience for Black, Brown, Indigenous and all people of color. From October 2021 – October 2022 NC BoS met bi-weekly with HUD coaches and completed the following:

- Developed an inclusive Core Team with a diverse range of local stakeholders to ensure the process is rooted in equity-based decision making.
- Developed an overall results statement: All Black/African Americans experiencing homelessness in North Carolina Balance of State are swiftly assessed and connected to safe, stable, and suitable permanent housing and housing resources.
- Developed a targeted goal statement: By December 2023, North Carolina Balance of State aims to proportionally increase the high scores of Black/African Americans assessed through a revised assessment to 43%.

HUD CE Equity Initiative ended October 2022, but the Core Team is still working towards the end goals of creating an equitable assessment tool. The Core Team did not want to re-create or update the current assessment tool, did not want to re-traumatize people who are being assessed, and wanted to only ask questions that held value for HUD-funded permanent housing.

Core Team next steps include (with the CEC and Racial Equity Subcommittee simultaneously voting on the final assessment):

- Revision with Stakeholders (January – March 2023)

- Pilot Phase (April – June 2023)
- Analysis and Revision with Community Phase (July – August 2023)
- Training Phase (September – October 2023)
- Launch Phase (November 2023 – January 2024)

Next meeting

March 20 at 10 am

Funding & Performance Subcommittee

January 26, 2023, Minutes

Members Present: Amy Modlin, Gretta Worley, Lori Watts, Lynne James, Melanie York, Talaika Williams, Trishonda Roberson

NCCEH Staff Present: Brian Alexander, Andrea Carey, Jenny Simmons, Adrianna Coffee

Welcome

Brian Alexander welcomed members of the subcommittee and highlighted the meeting agenda to focus on programmatic performance measures. As this was the first meeting since onboarding new subcommittee members, everyone gave an introduction.

Performance Measures Introduction - *Today's goal:* Develop a recommended list of programmatic performance measures for the CoC to use to evaluate project effectiveness & guide technical assistance efforts. FPS members were asked to think about whether there is missing information, does the baseline data suggest increasing or decreasing the benchmark the CoC sets, are the benchmarks reasonable, whether suggested measures are outcomes or outputs, and when should we be more assertive in benchmarks to help with CoC System Performance Measures?

Street Outreach

- When looking at the percent of people with disabling conditions, we previously set an initial benchmark of 70%, but when we look at our current data, that baseline is about 48%. the subcommittee set the new benchmark at 50%.
- When looking at percent of households experiencing chronic homelessness, our previous benchmark was at 50% with our baseline at 27%. The subcommittee decided to set the new benchmark at 30%.
- Our performance measure that we previously used in the ESG scorecard was one benchmark (people exiting to positive destinations). Staff suggested we split it into two benchmarks: percent exiting to positive housing destinations and percent of people exiting to shelter. Currently the baseline for percent of people exiting to permanent housing destinations is 17% and percent of people exiting to shelter is 16%. The subcommittee agreed that we should split the benchmark and set both at 20%.

Rapid Rehousing

We have 6 performance measures that we have been using:

- Percent of people with disabling conditions baseline is currently 34%, and the

- benchmark was set at 50%. The subcommittee agreed to set the benchmark at 35%.
- Percent of households experiencing chronic homelessness baseline is currently 14%, but the benchmark was set at 75%. The subcommittee decided to remove this benchmark because RRH projects are often not collecting documentation for CH at entry & only need it when a household needs to move to a PSH project.
 - Percent of people that exited to a permanent destination. The baseline is 63% and the benchmark is currently set at 80%. The subcommittee decided to keep the benchmark at 80%.
 - Percent of people that increased earned cash income. The baseline is at 8% and the benchmark is currently 20%. The subcommittee agreed to leave the benchmark at 20% with some added focus to increasing the quality of our data collection and then revisit next year and see how the baseline has changed.

Brian Alexander is going to send out the slide deck to subcommittee members to review the numbers and the group decided to table the rest of the rapid rehousing performance measures, the homelessness prevention and the permanent supportive housing performance measures for the February meeting.

FY23 CoC Funding Priorities

The FPS will review updated CoC Funding Priorities at its February 23rd meeting. NCCEH staff will send the FY22 CoC Funding Priorities document to members for review after this meeting. If any subcommittee members have thoughts about updates or have feedback, please email brian@ncceh.org by February 15th. The FPS will draft an updated document incorporating feedback and questions and send for review in advance of the February meeting, and then the FPS will finalize and vote to approve a recommended document for the Steering Committee to consider at the March 7th meeting.

February 23, 2023

Members Present: Tonya Freeman, Bonnie Harper, Lynne James, Sarah Lancaster, Melissa McKeown, Amy Modlin, Talaika Williams, Greta Worley, Melanie York

NCCEH Staff Present: Brian Alexander, Andrea Carey, Jenny Simmons

Welcome

Brian welcomed members of the subcommittee and highlighted the meeting agenda to focus on programmatic performance measures for Rapid Rehousing, Homelessness Prevention, and Permanent Supportive Housing as well as to prepare for setting FY2023 CoC Program Funding Priorities.

Performance Measures:

Rapid Rehousing

The committee reviewed and discussed the final two performance measures for Rapid Rehousing:

- % of people exiting to PH that returned to homelessness within 2 years.: The benchmark for this measure is below 20%. Our baseline data is 14% while the SPM baseline (ES, TH, and RRH) is 16%. The group decided to keep the benchmark at below 20%.
- Median length of project participation of leavers: The benchmark for this measure is 91 to 180 days. Our baseline data is 274 days. The group decided to set the benchmark at 6 to 9 months (180 – 270 days) due to trends folks are seeing in their programs.
 - Consider offering TA to providers on closing RRH cases

Homelessness Prevention

The committee reviewed the four performance measures for Homelessness Prevention:

- % of people with disabling conditions: The benchmark for this measure is 50%. Our baseline data is 25%. The group decided to set the benchmark at 35%.
- % of adults that increased earned cash income: The benchmark for this measure is 20%. Our baseline data is 5%. SPM baseline is 13%. The group decided to set the benchmark at 10%.
- Median length of project participation for leavers.: The benchmark for this measure is 90 days or less. Our baseline data is 136 days. The group decided to keep this benchmark at 90 days or less.
- % of people that exited to a permanent destination.: The benchmark (and HUD benchmark) for this measure is 80%. Our baseline data is 54%. The group decided to keep the benchmark at 80%.

Permanent Supportive Housing

The committee reviewed the four performance measures for Permanent Supportive Housing:

- % of people that exited to a permanent destination.: The benchmark (and HUD benchmark) for this measure is 80%. Our baseline data is 70%. The SPM baseline is 97% (which is inclusive of PH retention). The group decided to keep the benchmark at 80%.
- % of adults that increased earned income.: The benchmark for this measure is 20%. Our baseline data is 9%. The SPM baseline is 13%. The group decided to keep the benchmark at 20%.

- % of adults that increased unearned cash income. The benchmark for this measure is 20%. Our baseline data is 37%. The SPM baseline is 35%. The group decided to raise the benchmark and set it at 30%.
- % of people exiting to PH that returned to homelessness within 2 years: The benchmark for this measure is below 20%. Our baseline data is 15%. The SPM baseline is 16%. The group decided to keep this benchmark at below 20%.

FY23 CoC Funding Priorities

The committee can't finalize FY23 CoC Funding Priorities until the FY22 awards are announced.

Will review this information at the March meeting as we ran out of time to do this today.

Next steps

- Waiting on FY22 CoC Program Awards. We need these in order to update the regional programmatic priorities grid
- Discuss and hopefully finalize and provide our recommendation to the Steering Committee for approval at their April 4 meeting

Next meeting

March 23 at 10 am

Next Steering Committee meeting:

March 7, 2023, at 10:30 A.M.